



Notice of Price Agreement Award

Page 1 of 3
Printed: 7/20/2006

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
CAPITOL HILL
PROVIDENCE RI 02908

V E N D O R	TELELANGUAGE INC 421 SW 6TH AVE STE 1150 PORTLAND OR 97204	INTERPRETING SERVICES	
		Award Number 68M00353000	Effective Period: 7/1/06 - 6/30/09

S H I P T O	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	Date: 07/20/2006 Buyer: JEROME MOYNIHAN Shipping: F.O.B., Destination Terms: Net 30	I N V O I C E	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA

Department		Bid Number	Requisition Number
ADMINISTRATION		MPA-54	B06251
Item		Unit	Unit Price
	<p>7/1/06 - 6/30/09 RENEWABLE TWO (2) ADDITIONAL YEARS</p> <p>MASTER PRICE AGREEMENT #54</p> <p>THIS IS A NOTICE OF AWARD, NOT AN ORDER. Any quantity reference in the agreement or in the bid preceding it are estimates only and do not represent a commitment on the part of the state to any level of billing activity, other than for quantities or volumes specifically released during the term. No action is to be taken except as specifically authorized, as described herein under AUTHORIZATION AND RELEASE.</p> <p>ENTIRE AGREEMENT - This NOTICE OF AWARD, with all attachments, and any release(s) against it shall be subject to: (1) the specifications, terms and conditions set forth in the Request/Bid Number cited herein, (2) the General Terms and Conditions of Contracts for the State of Rhode Island and (3) all provisions of, and the Rules and Regulations promulgated pursuant to, Title 37, Chapter 2 of the General Laws of the State of Rhode Island. This NOTICE shall constitute the entire agreement between the State of Rhode Island and the Vendor. No assignment of rights or responsibility will be permitted except with the express written permission of the State Purchasing Agent or his designee.</p> <p>CANCELLATION, TERMINATION and EXTENSION - This Price Agreement shall automatically terminate as of the date(s) described under CONTRACT PERIOD unless this Price Agreement is altered by formal amendment by the State Purchasing Agent or his designee upon mutual agreement between the State and the Vendor.</p> <p>STATEWIDE APPLICABILITY - Political Subdivisions (cities, towns, schools, quasi-public agencies), as authorized by law, may participate in this Agreement. All ordering and billing shall be between the vendor and the political subdivision (only).</p>		

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us. Delivery of goods or services as described herein shall be deemed acceptance of these requirements.

COPY

STATE PURCHASING AGENT/DESIGNEE



Notice of Price Agreement Award

Page 2 of 3
Printed: 7/20/2006

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
CAPITOL HILL
PROVIDENCE RI 02908

V E N D O R	TELELANGUAGE INC 421 SW 6TH AVE STE 1150 PORTLAND OR 97204	INTERPRETING SERVICES	
		Award Number 68M00353000	Effective Period: 7/1/06 - 6/30/09

S H I P T O	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	Date: 07/20/2006 Buyer: JEROME MOYNIHAN Shipping: F.O.B., Destination Terms: Net 30	I N V O I C E	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA

Department		Bid Number	Requisition Number
ADMINISTRATION		MPA-54	B06251
Item		Unit	Unit Price
	<p>REPORTS - The Vendor agrees to provide the State with quarterly reports describing activity against this Price Agreement. If this is a Master Price Agreement, such reports shall include usage by municipalities, quasi-public agencies, schools, etc. All reports shall contain the following data: (1) Billing volume in dollars and (2) quantity shipped for each line item in the price agreement. When there are no line items in the price agreement, vendor shall report volume by catalog order numbers, with a brief description of each order number.</p> <p>Reports must be submitted to the RI Division of Purchases to the attention BUYER named in this notice, identifying the Agreement number and the Reporting Period. Quarterly reports shall be due 45 calendar days after the end of each quarter. Failure to submit required reports shall be considered a breach of the contractor's obligations and may be considered, at the discretion of the State Purchasing Agent, sufficient cause for the termination of the agreement and other outstanding agreements and orders, and possible suspension from participation in additional State procurements.</p> <p>AUTHORIZATION AND RELEASE. In no event shall the Vendor deliver goods or provide service until such time as a duly authorized release document is certified by the ordering Agency.</p> <p>A Direct Purchase Order (DPO) shall be created by the agency listing the items ordered, using the pricing and format set forth in the Master Blanket. All pricing shall be as described in the Master Blanket and is considered to be fixed and firm for the term of the Agreement, unless specifically noted to the contrary herein. All prices include prepaid freight. Freight, taxes, surcharges, or other additional charges will not be honored unless reflected in Master Blanket.</p>		

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us. Delivery of goods or services as described herein shall be deemed acceptance of these requirements.

COPY

STATE PURCHASING AGENT/DESIGNEE



Notice of Price Agreement Award

Page 3 of 3
Printed: 7/20/2006

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
CAPITOL HILL
PROVIDENCE RI 02908

V E N D O R	TELELANGUAGE INC 421 SW 6TH AVE STE 1150 PORTLAND OR 97204	INTERPRETING SERVICES	
		Award Number 68M00353000	Effective Period: 7/1/06 - 6/30/09

S H I P T O	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA	Date: 07/20/2006 Buyer: JEROME MOYNIHAN Shipping: F.O.B., Destination Terms: Net 30	I N V O I C E	ADMINISTRATION MASTER PRICE AGREEMENT RELEASE AGAINST RI MPA

Department		Bid Number	Requisition Number
ADMINISTRATION		MPA-54	B06251
Item		Unit	Unit Price
1.0	<p>THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.</p> <p>THIS PURCHASE ORDER IS AWARDED SUBJECT TO EQUAL OPPORTUNITY COMPLIANCE.</p> <p>INTERPRETING SERVICES - PAID AT \$1.00 ALLOWABLE COST.</p> <p>SEE ATTACHED PRICING.</p> <p>EVERY PERSON OR BUSINESS ENTITY PROVIDING GOODS OR SERVICES AT A COST OF \$5000 CUMULATED VALUE IS REQUIRED TO FILE AN AFFIDAVIT REGARDING POLITICAL CAMPAIGN CONTRIBUTIONS WITH THE RI STATE BOARD OF ELECTIONS EVEN IF NO REPORTABLE CAMPAIGN CONTRIBUTIONS HAVE BEEN MADE. (RI GENERAL LAW 17-27) FORMS OBTAINED AT BOARD OF ELECTIONS, CAMPAIGN FINANCE DIVISION, 50 BRANCH AVENUE, PROVIDENCE, RI 02904 (401-222-2056).</p> <p>DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY. PAYMENTS WILL BE AUTHORIZED UPON SUBMISSION OF PROPERLY RENDERED INVOICES NO MORE THAN MONTHLY TO THE RECEIVING AGENCY. ANY UNUSED BALANCE AT END OF BLANKET PERIOD IS AUTOMATICALLY CANCELLED.</p> <p>VENDOR TELEPHONE: 800-514-9237 VENDOR FAX: 503-246-6002</p>	EA	1.00

This Notice of Award/Purchase Order is issued in accordance with the specific requirements described herein and the State's Purchasing Regulations and General Conditions of Purchase, copies of which are available at www.purchasing.state.ri.us. Delivery of goods or services as described herein shall be deemed acceptance of these requirements.

COPY

STATE PURCHASING AGENT/DESIGNEE

d. Cost Proposal

Pricing

Taking into consideration our extensive experience providing telephonic interpretation, the requirements and nuances of providing the State of Rhode Island with the most effective language services, we are offering competitive pricing as follows and the most trained, experienced and qualified interpreters.

The **all-inclusive Rate** we are offering is **\$0.99 per minute for all language 24/7/365. There are no monthly or set-up fees and all reference materials are included at no cost.** All telephone calls are billing in increments of 6 seconds with a one minute minimum.

Telelanguage is not offering on-site interpretation under this proposal.

Written translation for Spanish and Russian are will be billed at \$0.22 per word with a 250 word minimum. Vietnamese and Chinese are \$0.24 per word with a 250 word minimum. All other languages will be quoted at the time of the request.

Value Added Services

Telelanguage offers the following value added services:

- *On location customer training,*
- *Problem resolution with two hours,*
- *On-line access to service usage reports and invoices,*
- *Never a busy signal,*
- *Customer-oriented services,*

- *Customized on-hold messages according to each customer and language, and*
- *Technologically superior telephone equipment.*

Telestar Customer Service Level Guarantee

The Guarantee states that if the customer-interpreter connect time falls below 99 percent in any month, the customer will automatically receive a rebate of five percent on their monthly invoice in the following month's invoice.

The Guarantee operates in three tiers:

1. If the average time to connect to an interpreter in any month is equal or greater than 1 minute, you are entitled to a five percent rebate on your invoice for that month's services.
2. If the average speed of answer in any month is four rings or greater, you are entitled to a five percent rebate on your invoice for that month's services.
3. We are proud to offer a 99.9965% uptime no busy signal guarantee. If you make a call to our contact center and receive a busy signal we will reduce your monthly invoice by 5%.

Telelanguage does not require that customers be actually inconvenienced by the long connect times or speed of answer to receive a rebate under the Guarantee. Nor does Telelanguage require that customers report any problems to claim a rebate. The Guarantee is in addition to existing customer rights.

d. Cost Proposal

Presentation

Telelanguage would be pleased to make an in-person presentation at your location at any time.

Payment Terms

Telelanguage does accept payment via purchase / credit card. A 1% discount will be applied to all payments made within 10 days of invoice.

Signature



Leslie Lupenko, GM

May 22, 2006

b. Methodology and Approach

Telelanguage offers telephonic interpretation services in over 157 different languages - the most commonly spoken in the United States. To ensure the best possible service, we continually update languages based on evolving customer needs.

Our goal for interpreter work force composition is to have at least 85% of all calls covered by regularly scheduled, consistently utilized interpreters. We schedule enough interpreters in the primary languages to cover 150% of anticipated calls. This means that each of

Language	# of Interpreters	Lowest Level	Hours Supported
Afghani	19	4	24/7
Afrikaans	15	4	24/7
Akan	4	1	24/7
Albanian	16	5	24/7
Amharic	25	9	24/7
Arabic	49	11	24/7
Armenian	9	4	24/7
Assyrian	5	1	24/7
Azeri	6	2	24/7
Bahar	4	2	24/7
Basque	4	2	24/7
Belorussian	45	2	24/7
Bengali	11	2	24/7
Bosnian	21	6	24/7
Bulgarian	19	4	24/7
Burkina Faso	4	1	24/7
Burmese	5	2	24/7
Cambodian	44	5	24/7
Cantonese	59	16	24/7
Catalan	4	2	24/7
Chaldean	2	1	24/7
Cherokee	4	1	24/7
Chin	9	2	24/7
Chin Chow	6	2	24/7
Chukese	4	1	24/7
Croatian	44	6	24/7
Czech	9	2	24/7
Dakota	2	1	24/7
Danish	47	5	24/7
Dari	11	4	24/7
Diula	4	1	24/7
Dutch	45	1	24/7
Estonian	25	4	24/7
Ewe	4	1	24/7
Farsi	29	7	24/7
Fijian	5	2	24/7
Finnish	16	1	24/7
Flemish	5	2	24/7
French	61	5	24/7

Language	# of Interpreters	Lowest Level	Hours Supported
French Canadian	47	9	24/7
Fon	3	1	24/7
Frisian	4	2	24/7
Fukanesse	5	2	24/7
Fulani	2	1	24/7
Fuzhou	4	1	24/7
Ga	4	2	24/7
Gadlani	3	1	24/7
Gaelic	5	2	24/7
Georgian	19	5	24/7
German	46	4	24/7
Glagolitic	2	1	24/7
Greek	16	4	24/7
Greenlandian	5	1	24/7
Gujarati	5	1	24/7
Hakka	1	1	24/7
Haitian Creole	19	5	24/7
Hawaiian	7	1	24/7
Hebrew	21	5	24/7
Hia	5	2	24/7
Hindi	49	4	24/7
Hmong	27	4	24/7
Humanese	2	1	24/7
Hungarian	21	4	24/7
Ibo	4	1	24/7
Icelandic	3	1	24/7
Ilocano	15	2	24/7
Indonesian	19	4	24/7
Italian	26	4	24/7
Itanbobal	4	1	24/7
Jakartanese	4	1	24/7
Japanese	29	5	24/7
Jarai	4	1	24/7
Jola	2	1	24/7
Kanjobal	5	1	24/7
Kashmiri	6	1	24/7
Kikuyu	6	1	24/7
Kirghiz	7	2	24/7
Korean	47	9	24/7

b. Methodology and Approach

our primary interpreters is utilized between 60% and 75% of their available minutes.

In addition to regularly scheduled interpreters, we have a large number of "on-call" interpreters who are available randomly throughout the day and night. These interpreters can expect to be utilized between 10% and 60% of their

available minutes. These are the interpreters who receive overflow calls and handle fluctuation in call volumes.

For rare or infrequently utilized languages, we keep a minimum of two to five active interpreters in the database who can take calls. This gives us an almost guaranteed chance of finding an available interpreter at any time.

Language	# of Interpreters	Lowest Level	Hours Supported
Krio	3	1	24/7
Kurdish	11	4	24/7
Lakota	4	1	24/7
Laotian	44	6	24/7
Latvian	7	2	24/7
Lingala	7	1	24/7
Lithuanian	16	2	24/7
Macedonian	5	1	24/7
Malagasy	4	1	24/7
Malay	7	1	24/7
Malinke	5	1	24/7
Maltese	5	1	24/7
Mandarin	67	11	24/7
Mandinka	5	1	24/7
Marathi	5	1	24/7
Marshallese	9	1	24/7
Mien	29	5	24/7
Moldavian	19	2	24/7
Mongolian	14	2	24/7
Mortlockese	2	1	24/7
Navajo	5	1	24/7
Nepali	3	1	24/7
Norwegian	19	1	24/7
Oromo	12	2	24/7
Pampangan	4	1	24/7
Papiamentto	4	1	24/7
Pao-An	2	1	24/7
Pashto	15	4	24/7
Persian	15	4	24/7
Polish	25	5	24/7
Portuguese	41	4	24/7
Pulaar	4	1	24/7
Punjabi	29	4	24/7
Quiche	4	1	24/7
Romanian	42	5	24/7
Russian	197	26	24/7
Samcan	7	1	24/7
Sango	4	1	24/7
Senegalese	4	1	24/7

Language	# of Interpreters	Lowest Level	Hours Supported
Serbian	26	4	24/7
Shanghaese	5	1	24/7
Sindhi	2	1	24/7
Sinhalese	4	1	24/7
Slovak	11	1	24/7
Slovenian	15	4	24/7
Somali	47	4	24/7
Sorani	2	1	24/7
Spanish	499	69	24/7
Sudanese	9	2	24/7
Swahili	19	3	24/7
Swedish	19	1	24/7
Szechuan	4	1	24/7
Tadzhik	9	1	24/7
Tagalog	45	5	24/7
Taiwanese	9	2	24/7
Tamil	4	1	24/7
Tatar	7	1	24/7
Telugu	4	1	24/7
Thai	29	4	24/7
Tibetan	9	2	24/7
Tigre	4	1	24/7
Tigrinya	9	2	24/7
Toishanese	6	1	24/7
Tongan	7	1	24/7
Turkish	19	2	24/7
Turkmen	7	1	24/7
Twi	4	1	24/7
Uighur	5	1	24/7
Ukrainian	59	9	24/7
Urdu	21	4	24/7
Uzbek	9	1	24/7
Vietnamese	97	14	24/7
Visayan	4	1	24/7
Welsh	5	1	24/7
Wolof	5	1	24/7
Yiddish	7	1	24/7
Yoruba	3	1	24/7
Zulu	5	1	24/7